



**Peace Corps  
Office of Health Services**

**MEDICAL ASSISTANT STATEMENT OF WORK**

**Position Function**

This position performs a variety of clinical and administrative duties in support of the Health Unit. The Medical Assistant (MA) works under the guidance of Peace Corps Medical Officers (PCMOs) and reports to the Country Director (CD) for administrative issues (unless CD authorizes PCMO supervision).

The MA is responsible for providing administrative support and, to the extent credentialed, clinical support, including but not limited to; working as the health unit receptionist, actively assisting the PCMOs in clinical care\*, screening phone calls, taking messages, coordinating requests, scheduling medical appointments, distributing of medicines to Peace Corps Volunteers (PCVs) under PCMO oversight, and other clerical and administrative functions in support of the PCMOs.

\* Clinical duties will be performed with clinical oversight by the PCMOs and only as approved by the Medical Director through the Credentialing Committee/Office of Health Services (OHS).

**MAJOR DUTIES AND RESPONSIBILITIES**

**SUPPORT TO THE HEALTH UNIT**

The Medical Assistant coordinates responsibilities directly with the PCMOs. The MA must adhere to confidentiality regarding PCVs medical issues and possess excellent interpersonal and administrative skills.

**Clinical Support**

- ♦ Performs a variety of non-invasive routine clinical and technical services under the supervision of the PCMOs, which may include clinical tasks such as taking vital signs, administering immunizations, performing laboratory tests, etc. These privileges must be approved by the Medical Director/OHS. Supervising PCMOs are responsible to ensure that MAs perform appropriate health care services. Even under supervision, MAs are not allowed to assist with or perform any unapproved services.
- ♦ Responsible for sterilization of equipment.
- ♦ Serves as chaperone for PCMOs during PCV medical examinations and procedures.

**Administrative Support**

- ♦ Screens phone calls and takes messages when PCMOs are unavailable.
- ♦ Places and returns telephone calls for the Health Unit, including scheduling, modifying, and canceling appointments in coordination with PCVs, PCMOs, and others (including consultants and laboratories).
- ♦ Follows-up on outstanding consultant and laboratory reports, ensuring this information is relayed to the PCMOs for review.
- ♦ Drafts correspondence such as letters, memos, and fax covers, etc. at the request of the PCMOs to consultants, PCVs, laboratories, hospitals, etc.
- ♦ Routes incoming correspondence to PCMOs, stamps and files correspondence.

- ♦ Utilizes PCMEDICS to assist the PCMOs and backup provider in the documentation and delivery of PCV health care, and to document clinical care given as trained.
- ♦ Responsible for scanning, labeling, uploading and filing all documents into PCMEDICS after PCMO review and signature, also ensures that three PCV identifiers are on each page of each document.
- ♦ Prepares envelopes and packages, including laboratory samples and medical supplies, to be sent to PCVs, training sites, and other destinations, and forwards them to the appropriate administrative staff for delivery.
- ♦ Responsible for photocopying health forms, medical presentation materials and other related documents.
- ♦ Responsible for requesting office supplies and materials for use in the Health Unit.
- ♦ Regularly updates the list of medical facilities and medical service providers under the instruction and oversight by the PCMOs.
- ♦ Assists PCMOs in reviewing the Volunteer Health Handbook given to PCVs during Pre-Service Training (PST). Updates medical facilities and medical providers' addresses, contact information, and any other information required in this Handbook.
- ♦ Manages the health information materials in the Health Unit available to PCV, stocking brochures, pamphlets and books. Keeps a detailed list of any books and/or media materials loaned out.
- ♦ Responsible for receiving and registering all medical bills submitted by PCVs and local medical service providers. Submits bills to PCMOs for approval, verifying name of PCV, date of services rendered, and that all billed services were requested by the PCMOs.
- ♦ Keeps updated files of all medical bills presented by PCVs and others.
- ♦ Maintains Volunteer database with up-to-date information regarding PCVs out of site for medical purposes.
- ♦ Uploads PCV passport face pages and visa pages into PCMEDICS, monitoring regularly to assure accurate and current information.

#### **Medical Supply Duties**

- ♦ Maintains internal medical inventory for the medical unit, ensuring an adequate supply of disposable materials and keeping PCMOs informed.
- ♦ Responsible for updating internal medical inventory system (as determined by the PCMOs) when medication/supplies are delivered, dispensed and destroyed.
- ♦ Assists the Acceptance Point Clerk (APC) when medical supplies are received.
- ♦ Provides documentation to the Medical Supply Inventory Control Clerk (MSICC) on receiving, dispensing and disposing of specially designated medications and controlled substances.
- ♦ Keeps an accurate control of the expiration dates of all medicines and alerts the PCMOs of upcoming expired medications. Removes expired items from the pharmacy and logs all items scheduled for disposal.
- ♦ Responsible for organization and shelving of Health Unit supplies.
- ♦ Assists PCMOs with PCV medical supply requests.
- ♦ Prepares draft orders for medical supplies, with PCMO guidance, based on needs, historical data, and inventory availability. Assists the PCMOs in ordering medical supplies from PC/HQ and local/regional vendors.
- ♦ Maintains files, according to fiscal year, of all ordering, receiving and dispensing documents in compliance with Technical Guideline 240: Medical Supplies and Equipment.
- ♦ Assists PCMOs in the monitoring of the medical supplies budget.

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COVID-19 and Other Flexibilities: If there is a time at post, due to the COVID-19 pandemic or for any other reason, when there are limited or no Peace Corps Trainees and/or Volunteers (jointly referred to as "Volunteers") at Peace Corps/[Country], the PSC may be temporarily assigned during that period, as determined by the Peace Corps Country Director, to carry out additional duties and responsibilities in furtherance of the goals of the Peace Corps in order to enhance the ability of Peace Corps Volunteers to perform functions under the Peace Corps Act, including facilitating a safe environment in order for the successful return or increase of Volunteers.

This temporary assignment may require the PSC to provide services and/or support beyond what is listed in their current Statement of Work (SOW). The services and/or support may take many forms, examples of which may include but are not limited to, training, providing administrative, technical, medical, and/or operational assistance, building on host country programs, etc. This temporary assignment also may require the PSC to provide these services and/or support to individuals/organizations other than those listed in their current SOW such as host country government, partner organization(s), community member(s), staff, and/or contractors."

#### **Other Duties**

- ♦ Attends staff meetings, in-service trainings, and retreats when indicated.
- ♦ Understands and complies with Peace Corps safety and security policies and procedures.
- ♦ Understands and complies with Peace Corps code of ethics, privacy and confidentiality policies.
- ♦ Files all documents produced by the position in accordance with the Peace Corps Records Management policies.
- ♦ Performs other assignments considered as necessary by the PCMOs in consultation with the CD, as indicated.

#### **QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

1. Successful completion of a nursing school (technical/university degree), general medical school, or medical assistant program, and valid registered clinical license/diploma **or** applicable knowledge and experience obtained through on-the-job training under the direct guidance of a provider (supporting documentation must be submitted).
2. Two years progressively responsible related experience with knowledge of administrative medical duties related to health services.
3. English fluency.
4. Basic knowledge of administration of health units/facilities, including procurement of medical supplies and inventory control.
5. The use of standard office technology (desktop computer, mouse, and keyboard) to complete daily tasks and long-term projects. Working knowledge of Microsoft Windows and Office programs (Outlook, Word, Excel, etc.).